



# PSC NEWS

## Missouri Public Service Commission

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### **PSC SAVES CONSUMERS OVER \$250,000 IN FISCAL YEAR**

Jefferson City (October 2, 2001)---Through the efforts of the Public Service Commission and its Consumer Services Department, Missouri consumers saved more than \$280,000 during the fiscal year which ended on June 30, 2001. The Commission has released this information in conjunction with **National Customer Services Week (October 1-5).**

Over the past five years, the efforts of the PSC Consumer Services Department Staff have resulted in **over one million dollars in savings to Missouri consumers**.

“Our Consumer Services Department does an outstanding job working with the consumer and regulated utility companies to resolve disputes,” stated PSC Chairman Kelvin Simmons. “The PSC has regulatory control over utilities but we also serve an important role in protecting the consumer and ensuring they are only charged for the service they receive. Our toll-free hotline number also allows consumers to report utility problems and our staff works diligently to resolve those problems,” stated Chairman Simmons.

When a customer has a problem with their bill or with their service, they should contact the utility company and try to resolve the dispute. If they are unable to resolve their differences through contact with the utility, customers are encouraged to contact the Missouri Public Service Commission at our **toll-free hotline number 1-800-392-4211.**

The Consumer Services Department handled more than 8,200 complaints and inquiries in fiscal year 2001. The Department handled an additional 5,000 miscellaneous calls received on the Commission’s Hotline.

**In observance of National Customer Services Week, Chairman Kelvin Simmons will be answering the PSC Consumer Hotline during the afternoon of Thursday, October 4, 2001.**

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